



Massachusetts Family Caregiver Support Program

Caring For Those Who Care

Do you care for a spouse, parent, other family member or neighbor age 60 years or older?

Do you care for someone with Alzheimer's disease?

Are you a grandparent or other relative caregiver, age 60 years or older, who is raising a grandchild or caring for a person age 18 years old or younger with mental retardation or a developmental disability?

If you answered "Yes" to any of these questions, call the Massachusetts Family Caregiver Support Program.

1-800-AGE-INFO

1-800-243-4636

TDD/TTY:

800-872-0166

In July 2001, the Executive Office of Elder Affairs announced the start of the National Family Caregiver Support Program in Massachusetts.

This statewide program recognizes the critical role caregivers play and the long-term care families provide that helps elders remain in their homes and communities. The program underscores Massachusetts' commitment to providing family-focused and community-based care for elders. The Massachusetts Family Caregiver Support Program strives to develop new models of caregiver support while building on the elder network's current efforts to support family caregivers.



Family caregivers need access to information, one-to-one assistance, training, temporary relief, and support whether they live in the same building, around the block or across the state as the care recipient. Families need supports that are flexible, convenient, and responsive to their family relationships, culture and language. Caring for caregivers through quality support services will enable Massachusetts to continue to meet the needs of its growing elder population, while acknowledging the care that families provide.

FUNDING

The United States Administration on Aging's National Family Caregiver Support Program, which began in federal fiscal year (FFY) 2001, gave Massachusetts \$2.766 million to develop the Massachusetts Family Caregiver Support Program. During FFY 2002, this funding was increased to \$3.098 million. In addition, Elder Affairs made available \$2 million during state fiscal year 2002 from Aging Services Access Points' (ASAPs) prior year fund balances. These funds will be used in tandem with the federal money to develop the Massachusetts Family Caregiver Support Program. Federal funding is distributed through the Area Agencies on Aging (AAAs).

Executive Office of
Elder Affairs
One Ashburton Place
Fifth Floor
Boston, MA 02108



A Program of the Commonwealth of Massachusetts
Executive Office of Elder Affairs

Mitt Romney, Governor
Kerry Healey, Lieutenant Governor
Jennifer Davis Carey, Secretary



Massachusetts Family Caregiver Support Program

Caregivers: The people who hold it all together.

“While you love them more than anything in the world, it’s a 24-hour per day, 7-day a week job. You give up a lot—seeing friends, part-time job, just being able to jump in the car and do household errands. Your life is never your own again.”

(67-year old wife caring for her husband who has Parkinson’s Disease)

“Some days, I feel stretched to my limit. I’m caring for my 82-year old mother, raising two children and trying to work and still have time for my husband. Each day seems to present a new question or challenge. Where can I turn when I have questions or I just need a break?”

(48-year old wife, mother and professional caring for her mother with early stage Alzheimer’s disease.)

SERVICES

In Spring 2001, the Massachusetts Family Caregiver Support Program’s six regions each submitted a proposal to Elder Affairs describing how it will implement the program. The following are a number of the program elements that the Area Agencies on Aging/Aging Services Access Points (AAA/ASAPs) proposed to offer: information; one-to-one assistance; training, support and counseling; temporary relief/respite care; and specialized elder care services.

INFORMATION: Caregiver specialists are available to provide information about the Massachusetts Family Caregiver Support Program and other elder care resources. Caregiver specialists also help raise awareness about caregivers’ needs through outreach, focus groups and informational forums. Outreach may occur in local businesses, faith communities and community-based agencies. Program information is available for diverse caregivers such as those who do not speak English, grandparents raising grandchildren, long-distance caregivers, domestic partners of elders and caregivers of those 18 years old and under with mental retardation or a developmental disability.



ONE-ON-ONE ASSISTANCE: Program staff provide in-home assessments, case management, assistance and referral and resource information. You can speak with a caregiver specialist by calling Massachusetts’ elder care phone information service at 1-800-AGE-INFO (1-800-243-4636). You can call anytime Monday through Friday from 9:00 AM to 8:00 PM, and Saturdays from 9:00 AM to 1:00 PM. Caregiver and elder care web pages are also available with information that is available 24 hours per day, seven days a week. Visit www.800ageinfo.com.

TRAINING, SUPPORT AND COUNSELING: A variety of training programs are offered across Massachusetts on topics such as stress management, assisting with activities of daily living (ADLs), behavior management, and financial and legal issues in elder care. Caregiver training materials and manuals, newsletters, and resource guides are also available. New caregiver support groups are starting across Massachusetts that provide important peer support. If you prefer to receive one-on-one support, caregiver specialists can help set up referrals for counseling.

**To contact us: 1-(800) AGE-INFO [1-800-243-4636]
or on the Internet at www.800ageinfo.com**



Massachusetts Family Caregiver Support Program

“Caregivers are the backbone of the long-term care system in the U. S. today.”

Jeannette Takamura
Former Assistant
Secretary of the
Administration on Aging,
1998

If family caregiving had to be replaced with paid workers, the estimated cost would be \$45 - \$94 billion per year.

Administration
on Aging, 2001

One in four (23% or 22.4 million) US households are involved in helping care for an individual 50 years old or older, at some point during the previous 12 months.

National Family Caregiver
Survey, 1997

There are over 610,000 caregivers in Massachusetts who provide 568 million hours of care annually, at a value of \$4.646 billion.

The Economic Value of
Informal Caregiving
Levine & Memmott, 1999

RESPITE: Temporary relief from the stressors of providing long-term care is one of the services caregivers' need most. Respite services are available through the Massachusetts Respite Care Program. Services may include in-home care, adult day care, and emergency respite. Some regions offer expanded adult day care hours and funds to purchase short-term respite services through service scholarships. Please note that respite services are available based on funding. Waiting lists may exist.

SPECIALIZED SERVICES: Caregivers sometimes have unique one-time needs or special groups of caregivers need tailored supports. Some regions of the state are developing such innovative services to meet special caregiver needs. The following supports vary region to region. Current projects include:

- Support groups, education and information for grandparents raising grandchildren or family caregivers caring for someone 18 years of age and younger with mental retardation or a developmental disability
- Consumer directed care where the elder can choose and pay their personal care workers
- Service scholarships and subsidies to assist caregivers with one-time purchases, such as medical equipment, caregiver supplies or short-term respite
- Grants to community agencies to develop new caregiver and elder care services



STAFFING

Elder Affairs has hired a Program Coordinator to oversee the development and monitoring of this new statewide program. Each of the program's six regions has a regional coordinator. They identify caregiver needs, create partnerships between community-based elder services providers, train staff to be trainers for caregivers, identify best practices, and help identify and develop statewide resources. The regional coordinator works with local AAA/ASAP caregiver specialists and elder care advisors who provide information, assistance, training, and support to family caregivers.

Family caregivers have often felt alone in caring for their aging relative. Now there's help: **The Massachusetts Family Caregiver Support Program.**



Massachusetts Family Caregiver Support Program

**You don't
have to do
it alone.**



**We're here
to help.**

FOR SERVICES IN MASSACHUSETTS

Call **1-800-AGE-INFO (1-800-243-4636)** or on the Internet, visit our web pages at www.800ageinfo.com and www.eld.state.ma.us. [TDD/TTY: Monday-Friday, 9 AM to 5 PM at (800) 872-0166 and Monday-Friday, 5 PM to 8 PM and Saturday 9 AM to 1 PM at (781) 321-8880].

For regional program information, contact the regional coordinator in your area:

Western Region: (413) 538-9020 (West Mass Elder Care, Inc.)

Central Region: (508) 852-5539 (Central Massachusetts Agency on Aging)

Metrowest Region: (617) 926-4100 (Springwell, Inc.)

Northeast Region: (978) 683-7747 (Elder Services of Merrimack Valley, Inc.)

Suffolk County Region: (617) 277-7416 (Central Boston Elder Services, Inc.)

Southeast Region: (781) 848-3910 (South Shore Elder Services, Inc.)

For statewide program information, please call the Coordinator of Caregiving Programs at the Executive Office of Elder Affairs, (617) 727-7750.

ADDITIONAL RESOURCES

Administration on Aging—National Family Caregiver Support Program

330 Independence Avenue, SW, Washington, DC 20201

Ph: (800) 667-1116 (Eldercare Locator) Web: www.aoa.gov/carenetwork

Alzheimer's Association

919 North Michigan Avenue, #1100, Chicago, IL 60611

Ph: (800) 272-3900 Web: www.alz.org

American Association for Retired Persons (AARP)

601 E Street, NW, Washington, DC 20049

Ph: (800) 424-3410 Web: www.aarp.org

Family Caregiver Alliance

690 Market Street, Suite 600, San Francisco, CA 94104

Ph: (800) 445-8106 Web: www.caregiver.org

Generations United (GU)

122 C Street, NW, Suite 820, Washington, DC 20001

Ph: (202) 638-1263 Web: www.gu.org

Massachusetts Commission on End of Life Care

250 Washington Street, Boston, MA 02108

Ph: (617) 624-5437 Web: www.endoflifecommission.org

National Alliance for Caregiving

4720 Montgomery Lane, 5th Floor, Bethesda, MD 20814

Email: info@caregiving.org Web: www.caregiving.org

National Family Caregivers Association

10400 Connecticut Avenue, #500, Kensington, MD 20895-3944

Ph: (800) 896-3650 Web: www.nfcacares.org